

What is claimed is:

1. A system for establishing communications between a client and a service provider which comprises:

5 a plurality of databases for respectively storing collected information;

a base facility;

10 a plurality of disparate modules interconnected with each other at said base facility, wherein each said module has a dedicated database and is integrated with other said databases in said plurality of databases for use of the collected information therein when performing a specified task;

a facility communicator for use by the client to access a selected said module at said base facility; and

15 a source communicator for use by the service provider when communicating with the client through one said module for performance of the specified task.

2. A system as recited in claim 1 wherein said plurality of modules comprises:

20 at least one information and communication module for managing and analyzing the performance of the specified task; and

at least one support module for expediting and verifying the implementation of the specified task.

3. A system as recited in claim 2 further comprising an error correction module having an error database.

4. A system as recited in claim 2 wherein one said information and communication module is a Help/Request/Task module comprising:
- a means for accessing a predetermined entity of the service provider;
 - 5 a means for accessing a predetermined entity of the customer;
 - a means for approving and forwarding information from one said entity to another said entity;
 - a means for tracking and managing the performance of the specific task; and
 - 10 a means for updating the collected information.
5. A system as recited in claim 2 wherein one said support module is a Survey module comprising:
- a means for analyzing the collected information in said plurality of databases over a defined time period;
 - 15 a means for combining and comparing the collected information; and
 - a means for defining a set of criteria for evaluating the collected information.
6. A system as recited in claim 5 wherein said set of criteria
- 20 comprises:
- client categories;
 - comment categories;
 - survey categories;
 - number of occurrences;
 - 25 number of occurrences per client category; and
 - number of occurrences per survey category.

7. A system as recited in claim 1 wherein said plurality of databases comprise:

- a service provider performance database;
- a client satisfaction database;
- 5 a maintenance database;
- a best practices database; and
- an error database.

8. An internet-based system for transferring dynamic time-variable information from a service provider to an entity, wherein the dynamic information pertains to the performance status of specific tasks undertaken by the service provider for the completion of a defined project, the system comprising:

- a remote workstation having a browser for use by the entity to access sites over the internet;
- 15 a communicator operated by the service provider as a site on the internet;
- an icon provided at the remote workstation for connecting the remote workstation with the communicator over the internet; and
- 20 a plurality of interconnected modules presented by the service provider at the communicator for access by the entity and for display at the base workstation, wherein each module contains a database and controls categorized aspects of the dynamic time-variable information.

9. A system as recited in claim 8 wherein the icon is customized with a logo provided by the service provider.

25 10. A system as recited in claim 8 wherein the icon includes login and password information regarding the entity.

11. A system as recited in claim 8 further comprising an auxiliary remote workstation for accessing the communicator when login and personal information regarding the entity, and URL information regarding the service provider are submitted to the communicator.
- 5 12. A system as recited in claim 8 further comprising a wireless remote workstation for accessing the communicator when login and personal information regarding the entity, and URL information regarding the service provider are submitted to the communicator.
- 10 13. A system as recited in claim 8 further comprising means at each module for accessing the database of another module.
- 15 14. A system as recited in claim 8 wherein selected aspects of the dynamic time-variable information are presented in appropriate modules, wherein each module includes information pertinent to a titled category, and further wherein the titled categories are taken from a group consisting of Customer Profile, Help/Request Desk, Customer Update, Customer File (file storage), Complaint Manager, Survey Manager, and Meeting Minutes.
- 20 15. A system as recited in claim 8 wherein a plurality of entities use the system, and the icon at the remote workstation of each entity directs the entity to a plurality of modules through the communicator, wherein the plurality of modules are dedicated to the particular entity.

16. An internet-based system for transferring dynamic time-variable information between a service provider and an entity, wherein the system comprises:
- 5 a plurality of modules, wherein each module has a database;
 - a means for dedicating pertinent time-variable information to a particular module, wherein the dynamic time-variable information pertains to the performance status of specific tasks undertaken by the service provider for the completion of a defined project;
 - 10 a means at each module for accessing the database of other modules for performance of a task; and
 - a means for notifying the particular entity when the task is completed and whenever pertinent dedicated time-variable information has been updated.
17. A system as recited in claim 16 wherein the directing means is a
- 15 communicator.
18. A system as recited in claim 17 wherein each module contains categorized aspects of the dynamic time-variable information.
19. A system as recited in claim 18 wherein selected aspects of the dynamic time-variable information are presented in appropriate modules with
- 20 each module including information pertinent to a titled category, and further wherein the titled categories are taken from a group consisting of Customer Profile, Help/Request Desk, Customer Update, Customer File (file storage), Complaint Manager, Survey Manager, and Meeting Minutes.

20. A system as recited in claim 19 wherein the notifying means is an icon provided for use by the entity for connecting with the communicator and the system further comprises a means for causing the icon to blink whenever the dynamic, time-variable information is updated.